

Attn: Eddie Perez

From: Xue lei Pan

PO Box 568290
Dallas, TX 75356-9290

November 12, 2002

Mr. Xue lei Pan
14 Gold Star Road
Cambridge, MA 02140Re: D.T.E. 02-29-15
Xue Lei Pan Slamming Complaint


Dear Mr. Pan:

This is to confirm that we have settled the formal complaint that you filed in the above-referenced matter, without admitting liability or fault of either party. Your Sprint Account no. 474947320, has been cancelled and reflects a zero balance. A \$162.90 final credit has been issued effective today. In addition, you will receive a refund of \$9.02 within 10 business days, for payment received on August 15, 2002. Further, you have withdrawn the complaint filed against in this preceeding, and both parties respectfully request that the matter be closed. Thank you for your time and cooperation.

Sincerely,


Edward Perez

ACCEPTED AND AGREED:


Xue lei PanNov. 14, 2002
Date